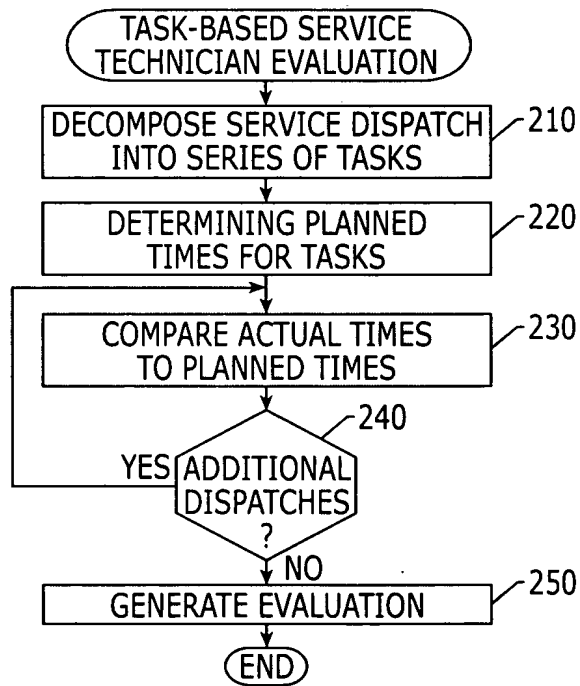
FIG. 1FIG. 2

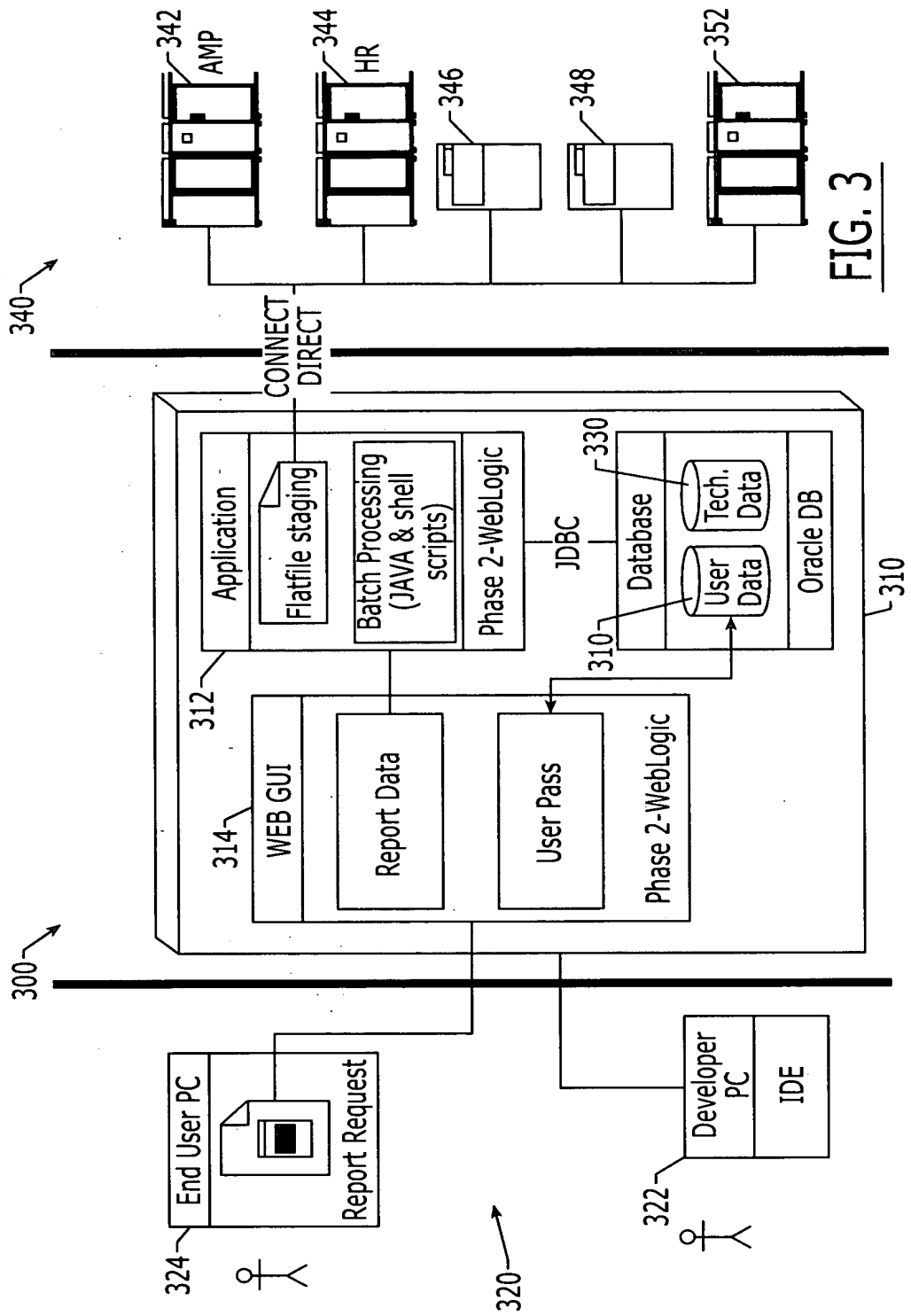
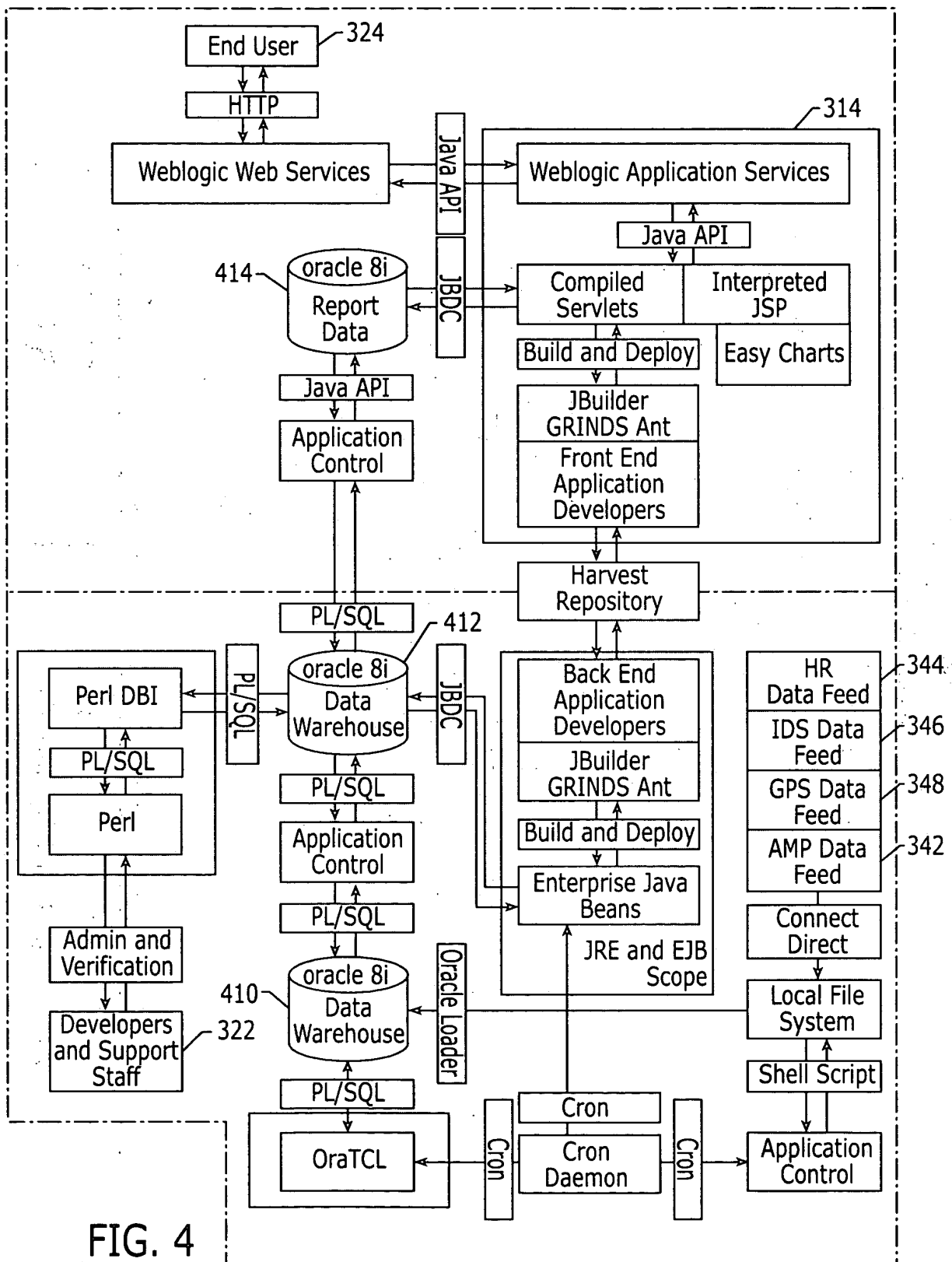
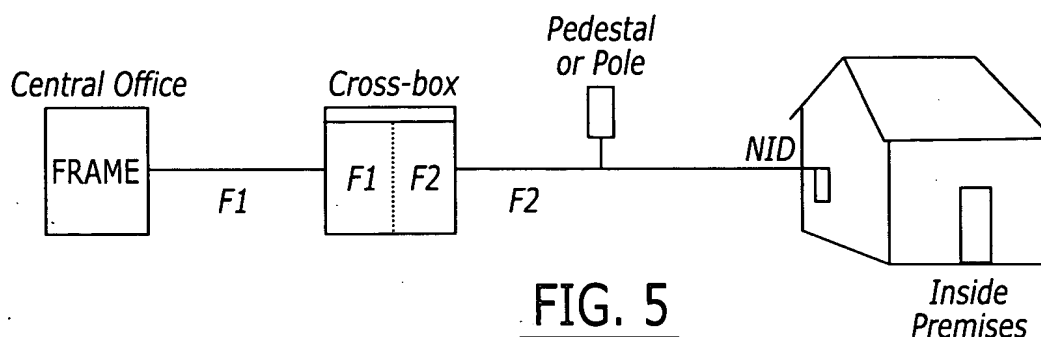


FIG. 3



**FIG. 5****Example: Fixed Task / Park Select**

Securing the vehicle, retrieve side-tools and digital testing equipment.

Step	Action
1	Ensure vehicle in park. Engage parking brake; turn ignition off.
2	Exit and lock vehicle.
3	Walk to front of vehicle.
4	Obtain both cones.
5	Place first cone in front of vehicle.
6	Walk to rear of vehicle.
7	Place second cone in rear of vehicle.
8	Open door.
9	Obtain necessary side tools and testing equipment.
10	Close and lock rear door.

FIG. 6**Example: Variable Task / FID: Cross-box - PXJ**

Place Cross-connect - Place jumper terminating F1 binding post to F2 binding post.

Safety: Utilize appropriate safety equipment provided.

Tools: Tool belt, butt set, wire cutters, etc.

Step	Action
1	Use butt set to verify number on the assigned binding post at cross-box.
2	Terminate tip and ring conductors to the correct F1 side binding post of cross-box.
3	Route and terminate tip and ring conductors to correct F2 side binding post of cross-box.
4	Secure cross-box.

FIG. 7

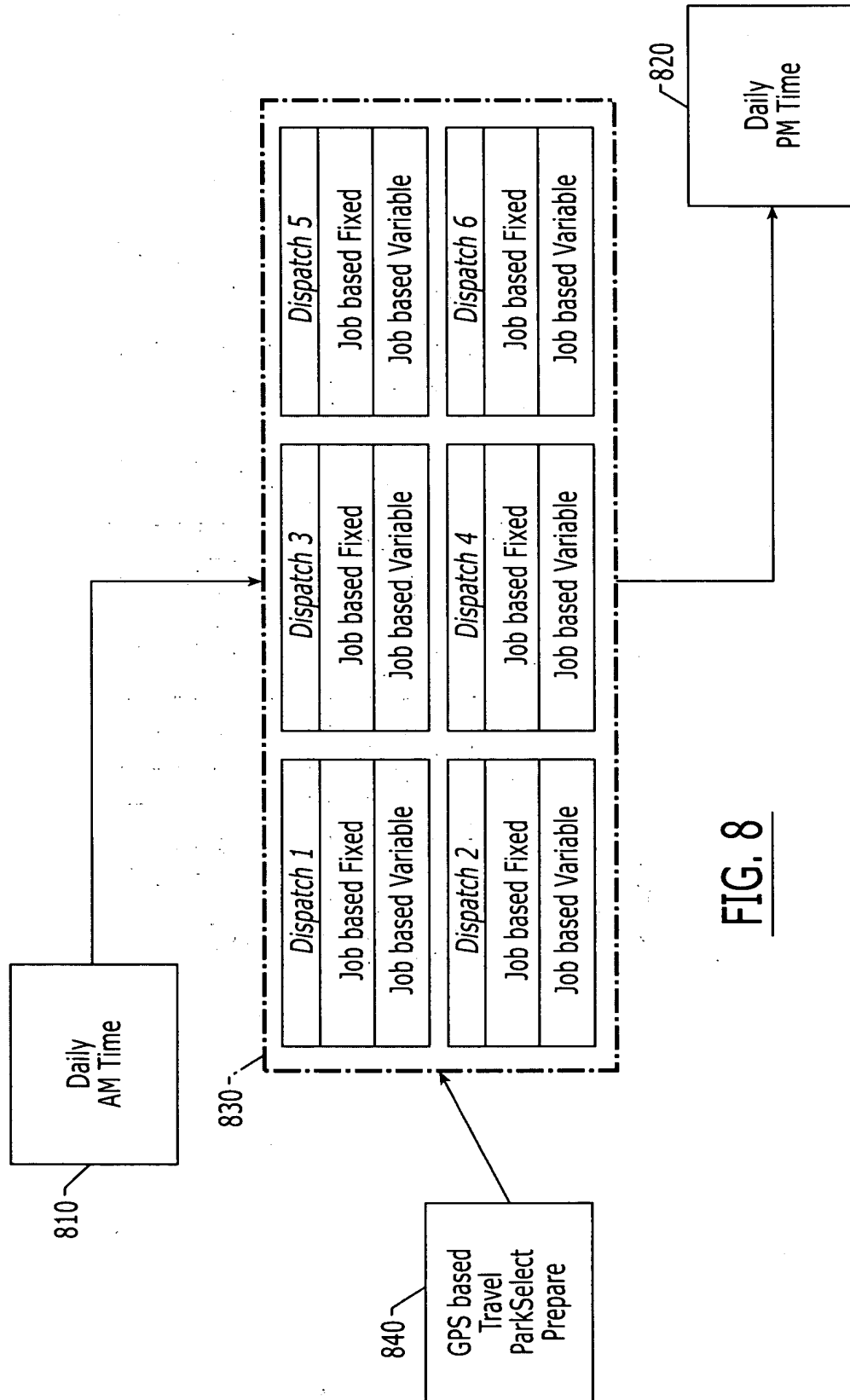


FIG. 8

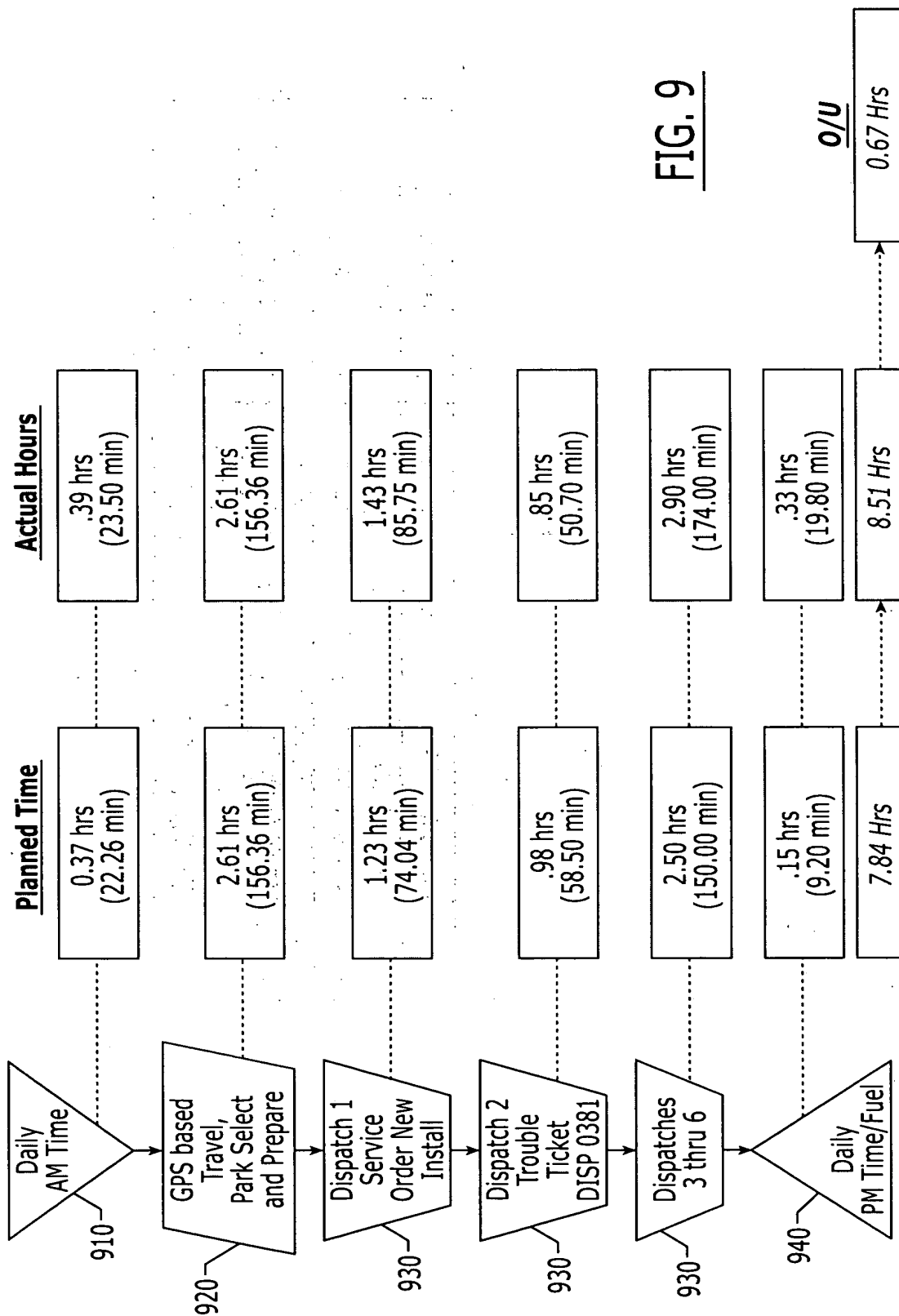
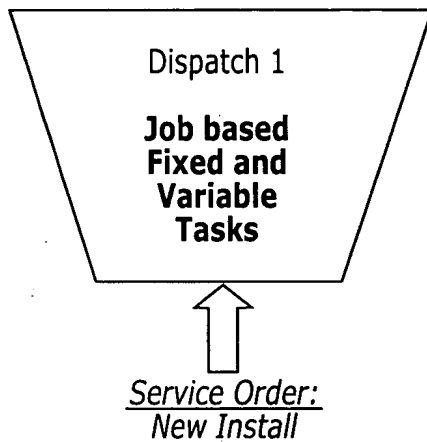


FIG. 9

FIG. 10**Job based Fixed Tasks**

- Walks
- Ring Bell Wait
- Customer Contact/Survey
- Calls
- TechNet

39.47 Min

Job based Variable Tasks

- PXJ 3.04
- PDW 31.53

34.57 Min

Total Planned Time

74.04 Min

(1.23 Hrs)

FIG. 11

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Time Period		District		Supervisor Name		RC		Work Center										AM		PM		Report Runtime		MAR-04-2003 15:53 CST		TMTAS Date		MAR-03-2003	
FEB-28-2003		view calendar																0.35		0.15									
Technician Name		Daily Performance Statistics										Daily Dispatch Statistics						Monthly Revisit Statistics											
		Wk Ctr Time		ESM Time				Total ESM Performance				Travel		Dispatch Type		Results				Revisits				Total Time					
		AM	PM	O/U	Plan	Actual	O/U	Actual	O/U	Plan	Actual	%Eff	Travel	Miles	S	I	R	Comp	Inc	Total	%DE	New Rev	Mon Rev	% Rev	OT	Z	Actual Prod		
Technician 1	0.65	0.50	0.65	3.24	4.85	1.61	3.74	6.00	2.26	62.33	1.50	19	1	2	2	4	1	5	80.00	0	4	63	93.65	0	0	7.5			
Technician 2	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	11	93	88.17	0	0	7.5			
Technician 3	0.65	0.47	0.62	4.29	4.88	0.59	4.79	6.00	1.21	79.83	1.50	30	1	5	0	5	1	6	83.33	0	7	101	93.06	0	0	7.5			
Technician 4	0.53	0.72	0.75	3.98	4.75	0.77	4.48	6.00	1.52	74.66	1.50	20	1	4	0	4	1	5	80.00	0	11	100	89.00	0	0	7.5			
Technician 5	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	8	77	89.61	0	0	0			
Technician 6	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	6	76	92.10	0	0	0			
Technician 7	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	2	56	96.42	0	0	0			
Technician 8	0.35	0.15	0.00	4.45	5.50	1.05	4.95	6.00	1.05	82.50	1.50	0	3	2	0	5	0	5	100.00	0	8	96	91.66	0	0	7.5			
Technician 9	0.49	0.50	0.49	7.60	5.00	-2.60	8.10	5.99	-2.11	135.22	1.51	20	4	3	0	6	1	7	85.71	0	3	102	97.05	0	0	7.5			
Technician 10	0.79	0.64	0.93	4.92	4.57	-0.35	5.42	6.00	0.58	90.33	1.50	23	1	4	0	4	1	5	80.00	0	2	114	98.24	0	0	7.5			
Technician 11	0.35	0.15	0.00	5.95	6.35	0.40	6.45	6.85	0.40	94.16	1.40	0	3	1	0	3	1	4	75.00	0	11	90	87.77	75	0	8.25			
Technician 12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	4	146	97.26	0	0	0			
Technician 13	0.64	0.15	0.29	6.84	5.25	-1.59	7.34	6.04	-1.30	121.52	1.46	-1	2	6	0	8	0	8	100.00	0	4	98	95.91	0	0	7.5			
Technician 14	0.56	0.15	0.21	8.41	5.33	-3.08	8.91	6.04	-2.87	147.51	1.46	32	4	4	0	8	0	8	100.00	0	2	76	97.36	0	0	7.5			
Technician 15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	4	67	94.02	0	0	0			
Summary	AM	PM	O/U	Plan	Actual	O/U	Plan	Actual	O/U	%Eff	Travel	Miles	\$	T	R	Comp	Inc	Total	%DE	New Rev	Mon Rev	% Rev	OT	Z	Actual Prod				
O/A Hours	0.55	0.38	0.43	5.52	5.16	-0.35	6.02	6.10	0.08	98.65	1.48	15.88	20	31	2	47	6	53	88.67	0	87	1355	93.57	0.75	0	68.25			

Daily MID

Daily Tech Report

Home Crew Summary Mgmt Reports Documentation

Previous

Time Period	Tech Name	RC	Work Center	AM	PM	Break
FEB-2003			Plan Time	0:35	0:15	0:5

Report Runtime	MAR-05-2003 10:32 EST
TRIAS Date	MAR-04-2003

Date	Daily Performance Statistics														Daily Dispatch Statistics										Monthly Revisit Statistics			
	Wk Cr Time				ESM Time				Total ESM Performance						Travel		Dispatch Type		Results				Revisits				Total Time	
	AM	PM	O/U	Plan	Actual	O/U	Plan	Actual	O/U	Plan	Actual	%Eff	Travel	Miles	S	T	R	Comp	Inc	Total	%DE	New Rev	Mon Rev	Mon Base	% REV	OT	2	Actual Prod
FEB-28-2003	0.31	0.29	0.10	4.59	5.10	0.51	5.09	5.70	0.61	89.29	1.80	49	0	6	0	4	2	6	66.66	0	11	101	89.10	0	0	7.5		
FEB-27-2003	1.17	0.26	0.93	5.34	3.44	-1.90	5.84	4.87	-0.97	119.91	1.63	22	1	6	0	7	0	7	100.00	0	11	97	88.65	0	1	6.5		
FEB-26-2003	1.40	0.16	1.06	2.44	3.54	1.10	2.94	3.10	2.16	57.64	1.40	36	1	1	3	0	3	100.00	0	11	90	87.77	0	1	6.5			
FEB-25-2003	0.52	0.15	0.17	5.92	6.33	0.41	6.42	7.00	0.58	91.71	1.50	32	5	2	0	7	0	7	100.00	0	11	87	87.35	1	0	8.5		
FEB-24-2003	0.40	0.15	0.05	3.34	5.55	2.21	3.84	6.10	2.26	62.95	1.40	31	1	3	0	3	1	4	75.00	0	11	80	86.25	0	0	7.5		
FEB-23-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	11	77	85.71	0	0	0		
FEB-22-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	11	77	85.71	0	0	0		
FEB-21-2003	0.46	0.29	0.25	2.33	5.35	3.02	2.83	6.10	3.27	46.39	1.40	29	1	2	0	3	0	3	100.00	0	11	77	85.71	0	0	7.5		
FEB-20-2003	0.20	0.28	-0.02	5.74	5.39	-0.35	6.24	5.87	-0.37	106.30	1.63	40	1	6	0	6	1	7	85.71	1	4	18	77.77	0	0	7.5		
FEB-19-2003	0.37	0.19	0.06	5.99	5.31	-0.08	5.89	5.87	-0.02	100.34	1.63	33	1	6	0	7	0	7	100.00	1	3	12	75.00	0	0	7.5		
FEB-18-2003	0.48	0.29	0.27	5.07	4.93	-0.14	5.57	5.70	0.13	97.71	1.80	25	3	3	0	5	1	6	83.33	2	2	5	60.00	0	0	7.5		
FEB-17-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	0	0	0.00	0	0	0		
FEB-16-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	0	0	0.00	0	0	0		
FEB-15-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	0	0	0.00	0	0	0		
Summary	0.96	0.21	0.67	4.55	4.62	0.07	5.05	5.80	0.75	86.98	1.63	32.85	36	69	2	101	6	107	94.39	11	11	101	89.10	6.5	8.0	148.75		

Composite ITP Score 89.362500

FIG. 12